



POSITION: Technology Services Representative (Part-time)
DEPARTMENT: Technology Services
REPORTS TO: Technology Sales and Services Manager
FLSA STATUS: Hourly Non-Exempt

Summary

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a Part-time Technology Services Representative at the McCormick Place Convention Center. The Part-time Technology Services Representative is responsible for supporting and executing customer service duties related to the technology services for exhibitors and/or the show contractors.

Essential Duties and Responsibilities

- Supports and acts as a liaison between McCormick Place and the customer in determining their technology service requirements.
- Assists in resolving any issues or concerns related to technology services before, during or after the customer's event.
- Acts as support staff for all events. In doing so, will ensure the timely execution of deadlines related to technology service activities for designated shows.
- Staffs the onsite Customer Service Desk during shows.
- Assists with duties pertaining to the Customer Call Center, as assigned. Responds to inquiries via phone and email.
- Assists in resolving customer concerns and handles disputes related to customer experiences at the shows.
- Performs other job-related duties as assigned.

Qualifications

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

- Bachelor's Degree preferred in Business, Communication, General Management, or related area with 2 years' experience in a customer service environment, or
- High School diploma or equivalent and a minimum of 3-5 years' experience in a customer service environment.
- Prior convention / trade show experience preferred.
- Working knowledge of IT services and infrastructure preferred.
- Must have demonstrated success in handling customer service disputes directly or via telephone and email.

Skills and Abilities

- Excellent verbal, written and interpersonal communication skills.
- Excellent organizational skills with proven ability to prioritize effectively.
- Knowledge of Windows 10 preferred.
- Must have proficiency in Microsoft Word and Excel.
- Must have a strong math aptitude.
- Must be a team player with a professional and pleasant demeanor with excellent telephone skills.
- Ability to gain and demonstrate proficiency with an enterprise-wide event management system such as Ungerboeck Software is preferred.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements include the ability to communicate verbally and ability to move around the McCormick Place campus and facilities, including walking and standing for extended periods. Must be capable of lifting up to 20 pounds.

Hours of work and travel requirements

Must be able to work flexible work hours commensurate with events schedules and business needs. Required to work long and irregular hours that will vary due to functions and will include day, evening, weekends, and holidays when necessary. No travel required.

Note

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

Please use below link to apply:

<https://asmglobal.wd1.myworkdayjobs.com/careers/job/Chicago-IL/Technology-Services-Representative--PT- R10016377>

Recruiter- Shalanda Hedrick
McCormick Place – ASM Global
301 E. Cermak Rd, Chicago, IL. 60616

Applicants that need reasonable accommodations to complete the application process may contact 312.791.7000.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.

We will only accept applications from 04-17-23 to until position is filled